



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

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*A publication providing information
and items of interest to California
Healthy Families and Medi-Cal
Enrollment Entities, Certified
Application Assistants, families,
and participating plans.*

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If you have a story idea you would like
to share or comments about this
newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
hfnewsletter@maximus.com

Website
www.healthyfamilies.ca.gov

Statewide EE/CAA Conference

The California Partnership of Healthcare Advocates Planning Committee would like to invite all Certified Application Assistors (CAAs) and Health Advocates to the First Annual Statewide California Conference hosted in San Diego County at the San Diego Convention Center on *Thursday, April 3rd, 2008, from 8:30 a.m. to 3:00 p.m.* There is no charge for participating in this event.

Objectives of the conference are:

- Allow healthcare advocates to meet and share strategies as they work on skill building
- Develop opportunities that will improve statewide enrollment and retention efforts for health coverage programs
- Learn about federal, state, and local updates on health coverage programs

Workshop topics that will be available:

- Health Care and Cultural Competency
- Health E App-Going Online Just Got Easier!
- Learning Styles-Teaching from Within
- Medi-Cal Update
- Navigating the Health Care System
- Outreach Strategies-A Panel's Perspective
- Physical Health and Dental Health-What's The Connection?
- Taking Care of #1: Balancing Work and Self

Who should attend:

Certified Application Assistants, Community Health Workers, health educators, health advocates, and State agency representatives. We expect participants representing all counties throughout California to include: Orange, Los Angeles, San Diego, Imperial, Riverside, San Bernardino, Santa Barbara, Ventura, Fresno, Kern, Mendocino, Stanislaus, Sacramento and many more.

Conference Registration:

Online registration begins February 1, 2008, on <http://www.champ-net.org/>

For more information about the conference, please contact:

Veronica Lopez, Conference Chair, at 1-858-822-5907 or velopez@ucsd.edu, Luisa Monson, Conference Co-chair, at 1-858-627-7589 or lmonson@sandi.net, or Elaine Pizzola, Conference Co-chair, at 1-619-692-8677 or Elaine.Pizzola@sdcounty.ca.gov.

Send it right the first time, use Health-e-App!

Children's Health Initiative Program Information Updates

Children's Health Initiatives (CHIs) are local county health programs for children. CHI programs provide services for children that do not qualify for full-scope, no-cost Medi-Cal or the Healthy Families Program (HFP). These CHI programs are another way for children to get health care coverage. They cover children whose household incomes are above the HFP guidelines or those who do not meet immigration rules. There are now CHI programs in 25 counties in California.

The contact information for these programs is available on the HFP website and also when using Health-e-App (HeApp). If a family's income appears to be too high for the HFP, HeApp will show the contact information for the CHI program in that county (if there is one available). The CAA can then print the family's application and mail it directly to that program.

CHI referral information can be found on the HFP website at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/CHIReferrals.pdf>. Chapter 11, *Other Health Programs*, in the CAA Reference Manual also provides useful information. It identifies other kinds of health care programs when children do not qualify for the HFP or no-cost Medi-Cal. This chapter of the manual can be found in English at http://www.healthyfamilies.ca.gov/English/caa/pdfs/manual/11_Other_Health_Programs.pdf and in Spanish at http://www.healthyfamilies.ca.gov/english/caa/pdfs/manual/spanish/11_Other_Health_Programs.pdf.

Contribute to the EE/CAA Newsletter

If you have a story idea, correction, or concern about anything you read here, please contact us at hfnnewsletter@maximus.com. Story submissions should be brief and related to the Healthy Families or Medi-Cal for Families Programs.

Enrollment Entity Locator: Keeping EE Information Up-to-Date

The Healthy Families Program (HFP) website provides contact information for all registered Enrollment Entities (EEs) (unless the EE chooses not to be listed). If an EE does not wish to be listed on the EE Locator, the EE should contact the EE/CAA Helpdesk at 1-800-279-5012 between 8:30 a.m. and 5:00 p.m. or by sending an email to ee-caalaison@maximus.com. This EE locator function can be found on the HFP website through the "Finding an Application Assistant Near You" link in English at <http://www.healthyfamilies.ca.gov/English/joining.html> and in Spanish at <http://www.healthyfamilies.ca.gov/Spanish/joining.html>. At this link, you can enter in a zip code for a list of EEs within a three-mile range. The public can also use this list to find a Certified Application Assistant (CAA) in their area. CAAs can also use this function to find an EE to work with in their area and event planners may use this list to find assistance with health fair events.

The EE locator should be checked regularly by EEs to ensure the HFP has their most current contact information. If an update is needed, the Change of Information Form should be completed and submitted to the HFP. This form can be downloaded at http://www.healthyfamilies.ca.gov/English/caa/pdfs/EE_Change_Info_Form.pdf.

Did You Know...

Health-e-App is FREE to use? Signing up is FREE too! To sign up, call 1-866-861-3443

State Children's Health Insurance Program (SCHIP) Reauthorization Update

You may have heard that federal funding for the State Children's Health Insurance Programs (SCHIP) was up for reauthorization by the Congress and the President. Federal funds provide 2/3 of the funding that states use to run their SCHIPs. The Healthy Families Program (HFP) is California's SCHIP.

On December 29, 2007, President Bush signed a bill that extends funding for SCHIP through March 2009. The amount of funding will fully fund HFP through March 2009 and maintain enrollment at current levels through the extension period.

Since the SCHIP funding extension was passed:

1. The HFP is operating business as usual.
2. Uninsured children continue to be enrolled in HFP.
3. HFP is fully funded through March 2009.
4. There is no wait list.
5. No children have ever been disenrolled due to insufficient federal funds.

To get updates on SCHIP reauthorization, you can check the MRMIB homepage at <http://www.mrmib.ca.gov/>.

Improvements For HFP to Process Medi-Cal Applications Forwarded from the County

Improvements have recently been made to simplify the process to enroll children when their application has been forwarded by County Welfare Departments (CWDs) to the Healthy Families Program (HFP). The Managed Risk Medical Insurance Board (MRMIB) and the Department of Health Care Services (DHCS) are the two State departments that administer the Medi-Cal and Healthy Families Programs. Through the CWDs (for Medi-Cal) and the HFP Administrative Vendor (for the HFP), these two departments are working together to improve the current referral process when a child is not eligible for no-cost Medi-Cal and their application is forwarded to the HFP. This is called the Bridge to HFP process. This happens at initial application or during the annual redetermination.

When a child has income above no-cost Medi-Cal or is no longer eligible for no-cost Medi-Cal, the CWDs forward the family's application and all supporting documents to the HFP for processing. If there is information missing that is required to determine the family size or income, a CWD Liaison from the HFP will contact the CWD to have the application reviewed and to get the documentation necessary to decide if the family is eligible for the HFP. In addition, the HFP will now attempt to contact the applicant by both telephone and letter to get plan choices, information about employer-sponsored insurance, and any other missing information required to enroll the family in the HFP. An HFP handbook will be sent to the applicant with this letter.

The CWDs and the HFP are working together with the common goal of providing health coverage without a break in service for California's children. With these improvements now in place, both departments look forward to faster eligibility decisions and responses to families.

Employer-Sponsored Insurance (ESI) Missing Information

One of the eligibility requirements for the Healthy Families Program (HFP) is that the child must not be currently enrolled in employer-sponsored insurance (ESI) or must not have been enrolled in ESI in the last three months. If an applicant does not provide ESI information during the application process, the HFP tries to contact the applicant by phone and mail to get the needed information. Until recently, the applicant was required to give the ESI information in writing. This is no longer a requirement. Now, the applicant or authorized CAA can give the missing ESI information to the HFP customer service representative over the phone.

The HFP covers eligible uninsured children three months after ESI coverage ends. However, if the ESI coverage ended because of a change in job status, the family moved, benefits to all employees ended, a death, legal separation or divorce, or COBRA coverage ended, the child may qualify for coverage sooner.

If the application is not complete because of missing ESI information, the HFP customer service representative will contact the applicant to find out if the child is currently enrolled in ESI, if the child has been enrolled in ESI in the last 3 months, and if so, the reason and date ESI ended. The HFP tries to get missing information, including ESI, over the phone, in addition to sending a Missing Information letter to the family.

To find out more about how ESI coverage affects a child's eligibility, please see page three of the HFP handbook. More information can also be found in Section 7 of the CAA Reference Manual in English at http://www.healthyfamilies.ca.gov/English/caa/pdfs/manual/07_Healthy_Families.pdf or in Spanish at http://www.healthyfamilies.ca.gov/english/caa/pdfs/manual/spanish/07_Healthy_Families.pdf.

When is the best time to call?



Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good.... Weekdays after 11 a.m.

Better... Weekdays after 6 p.m.

Best..... Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

Did You Know...

Health-e-App is available in English and Spanish?

To sign up, call
1-866-861-3443